

Administration Clerk

District/Department	Estates & Facilities Management	Rank/Grade	Band A
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Role purpose:	<p>To ensure that all internal and external mail received at the Force HQ is handled and distributed appropriately, including the recording and dispatch of incoming and outgoing priority service mail.</p> <p>The role will assist with cover for the Force HQ reception desk with a further expectation to assist with administration tasks within the department as required.</p>
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Summary of Main Duties:

- Sort internal and external mail including DX and Royal Mail correspondence
- Record & distribute mail around the Force Headquarters
- Record and distribute incoming cheques and priority service mail
- Prepare outgoing mail for despatch and record on the providers website
- Maintain & order Mail Room stationery items
- Record and distribute incoming publications
- Assist with enquiries regarding the mail service and HQ Facilities Management Services
- Undertake general administration tasks and responsibilities as directed by the Operations & Contracts Manager for the E&FM department
- Provide professional customer service on the HQ reception desk when required

Competencies/behaviours

*Please access the College of Policing website and refer to the **Competency and Values** for a definition of the values and essential behaviours for each required competency level.*

Competency https://profdev.college.police.uk/competency-values/	CVF Level Level 1 – Practitioner Level 2 – Supervisor/Middle Manager Level 3 – Senior Manager/Executive
We are emotionally aware	1
We take ownership	1
We are collaborative	1
We deliver, support and inspire	1
We analyse critically	1
We are innovative and open-minded	1

Core values for ALL employees:

Integrity
Impartiality

Public Service
Transparency

Experience, Education and Skills: *Ideally between 4 and 6 of each*

Essential Criteria (used for short-listing):

Experience of undertaking a similar role and/or administrative duties

Experience of delivering good customer service

Competent in using computer packages including Microsoft Word and Excel.

The post holder can lift and transport small packages over short distances using a trolley.

Desirable:

Experience of working as part of a team

Experience of problem solving, decision making and working to deadlines
